

VIRGINIA RELAY SERVICE
Customer Contact Report
(April, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	9	3	12
Relay/OSD Related			
Other			
Total Commendations	9	3	12
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner	1		1
Typing Skill/Speed			
English Grammer	1		1
CA Hung up on me			
Other (CA/OPR)	1	1	2
Equipment			
Disconnect			
Answer/Wait Time		1	1
Garbled Words			
Other (Equip)	1		1
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints	4	2	6
III. Inquiries/Comments	Voice	TTY	Total
General Information	4		4
Outreach/Marketing			
Explain Relay			
TTY Distrib/Purchase	3		3
LEC Service			
Billing/Rate		1	1
Computer Settings			
Technical Related	1		1
Other	2	3	5
Total Inquiries/Comments	10	4	14
Grand Total	23	9	32

